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To: Arctic Sun Customers
Date: April 2, 2008
From: Technical Support
Re: Tap Water Use in the Model 2000 Controller

Service Bulletin

Issue: Users of the Arctic Sun Model 2000 Controller see one or more of the following symptoms:

- Black flakes or green water in the controller's water when drained.
- Unit reverts to Bypass mode even though water is flowing through the pads. Unit eventually Alerts with Alert #41 "Low Flow During Bypass".
- Zero flow displayed even though water is flowing through the pads.

Cause: Controller has been filled with tap water at some point in time instead of the recommended sterile or distilled water. The black flakes are malachite, a precipitate of copper. The green water is a copper ion. The internal turbine flow meter may stop functioning due to mineral particulates jamming the turbine.

Correction: Perform the following procedure to dissolve and remove any minerals:

1. Drain the controller.
2. Power up the unit in User Diagnostic Mode by pressing and holding the Automatic and Purge keys during the initial self-test phase.
3. Fill the controller with one gallon (4 liters) of white vinegar (5% acidity).
4. Remove pads from fluid delivery line. Set the water target temperature to 10°C. Start Manual Mode and run for 1 hour. Shake unit gently every 15 minutes to disturb any sediment in the tanks.
5. Install a shunt tube on to the end of the Fluid Delivery Line and continue to run for 1 additional hour.
6. Place unit in Stop and power down. Allow unit to soak for a minimum of 6 hours.
7. Drain the controller completely by starting a fill cycle without filling then press the down arrow key for 20 seconds. This runs both pumps to remove any residual solution.
8. Remove the shunt tube. Refill with 4 liters of sterile or distilled water. With the shunt tube reattached, run in Manual mode for 10 minutes.
9. Redrain completely then refill with sterile or distilled water adding a bottle of Cleaning Solution during the initial fill.
10. If the flow meter was not functioning prior to this process, confirm it is now functioning. If it is not functioning, please contact Technical Support.